

# Family Care

Division of Health Care Financing - Division of Disability & Elder Services  
Medicaid Services to Seniors - February 9, 2005



# Long-Term Care Redesign

- Major planning effort in 1996-1997
- Involved 300 stakeholders
- Addressed many concerns with the home and community-based waiver and fee-for-service systems.



# Long-Term Care Redesign Issues

- Access - Can people get the services they need when they need them?
- Choice - Do people who need long-term care have a choice or are they just slotted in to what is available in their community?
- Quality - Do long-term care services work to support a good quality of life?
- Economy - Are we spending more money than is necessary?



# Goals of Family Care

- Access - Improve people's access to services.
- Choice - Give people better choices about the services and supports available to meet their needs.
- Quality - Improve the overall quality of the long-term care system by focusing on achieving people's health and social outcomes.
- Economy - Create incentives and ability to provide and purchase cost-effective alternatives.



# What is Family Care?

- Risk-based, managed care program.
  - Contract with a Care Management Organization (CMO)
  - Enrolls all eligible people within the service area
  - Receives monthly capitated payment for each person enrolled
- Operates under a 1915 b/c waiver

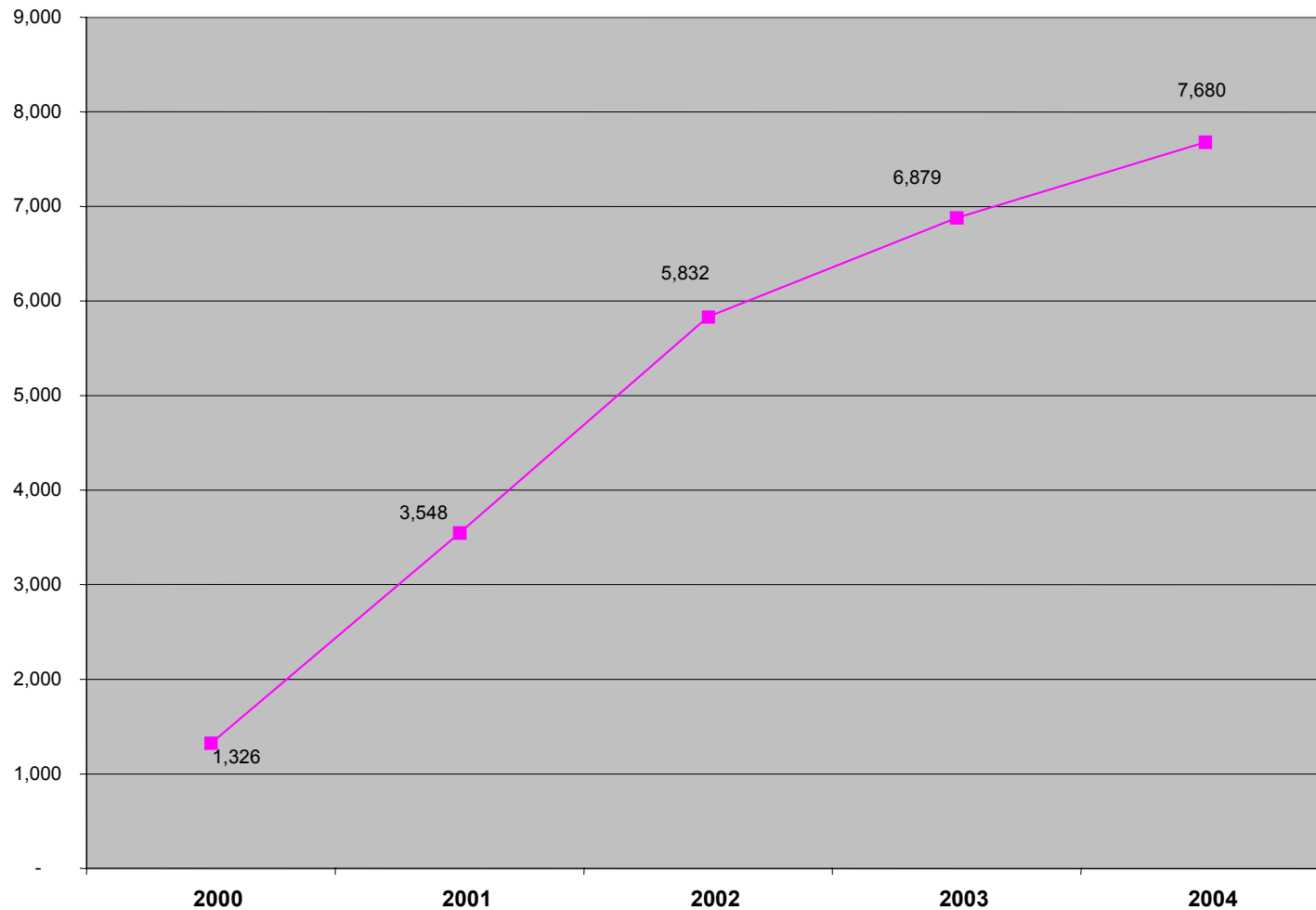


# What is Family Care?

- Partially integrated long-term care program
- Combines home and community based waiver services and long-term care card services into one flexible benefit.



## 65+ Family Care Enrollment During Calendar Year



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# Characteristics of Family Care's Frail Elderly

- Age:
  - 65-75 33.2%
  - 75-85 39.2%
  - 85+ 27.6%
- Diagnoses:
  - Hypertension 56.4%
  - Diabetes 28.2%
  - Alzheimer's, dementia 20.6%





# The Family Care Benefit

- **Adaptive aids, communication aids, medical supplies**, home modifications
- **Home health, therapies, nursing services, personal care**, supportive home care
- Residential services, **nursing facility services**
- Transportation, daily living skills training, supportive employment
- Meals: home delivered and congregate
- Emergency response system services
- Respite care, adult day care, day services
- Case management



## Wisconsin Family Care Pilots



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# Comparison with Family Care

## Old/Current System

- LTC card services not coordinated with waiver services
- Immediate entitlement to nursing home care; wait list for community care
- In nursing home, certain services regardless of need; in waiver, a limited benefit package

## Family Care

- Managed care, including all MA-funded LTC services
- Immediate entitlement to long-term care suitable for individual needs
- Single, expanded, flexible benefit package



# Comparison with Family Care

## Old/Current System

- Waiver care management has social work expertise
- Acute/primary care rarely coordinated with waiver services
- No local incentives for intervention/prevention. Person leaves waiver if condition deteriorates.
- Service authorization limited by available funds, state approval.

## Family Care

- Interdisciplinary care management: social work and nursing
- Mandatory contacts with primary health providers
- Intervention/prevention in care plans. CMO must pay if condition deteriorates.
- Service authorization by local teams asking, “What is cost-effective?”



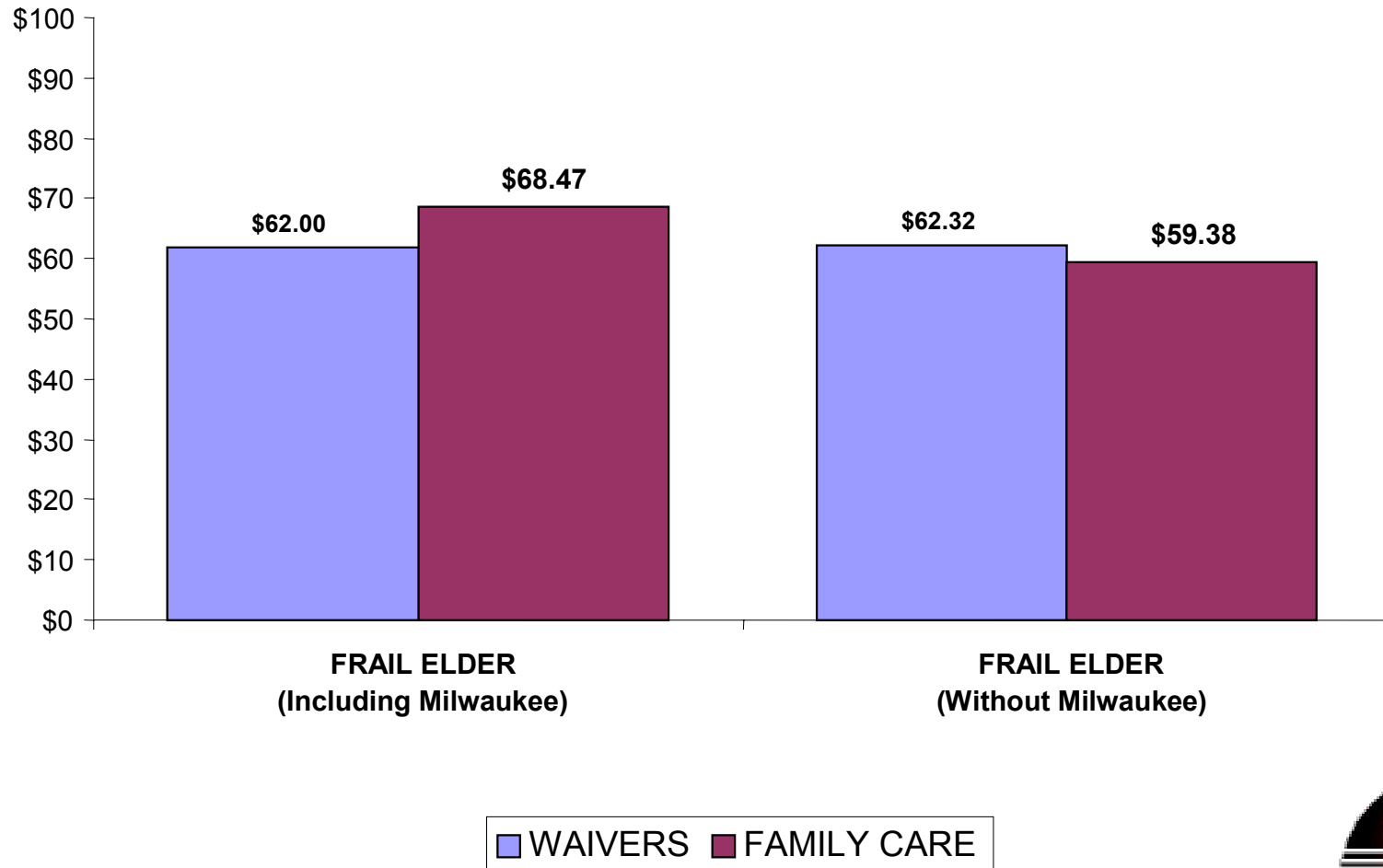
# Family Care Cost-Effectiveness

Avoid unnecessary costs by:

- Coordinating benefits and services, including primary health care
- Enabling member's reliance on friends and family
- Focusing on prevention of disability



## Average Daily Cost Comparisons Between Waivers and Family Care Frail Elders



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# Family Care Quality Assurance

Elements of the Quality Assurance effort include:

- Measuring whether consumer outcomes are met on 14 key outcome measures
- Required annual quality improvement project
- Periodic case file reviews by EQRO
- Complaints and grievance process for consumers



# Consumers' Outcomes

- People have the best possible health - 67%
- People choose where and with whom they live - 65%
- People have privacy - 87%
- People are safe - 79%
- People are satisfied with services - 76%

